



NAVAL MEDICAL CLINIC ANNAPOLIS

# CLINIC CRIER

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WINNER OF THE 1999 MHS CUSTOMER SATISFACTION AWARD



250 Wood Road,  
Annapolis, MD 21402-5050

## From the Commanding Officer: CAPT Kathleen D. Morrison, MSC, USN

Dear Shipmates,

It is so hard to believe that we are nearing the end of another academic year. For both newcomers and "seasalts", please take advantage of the opportunities to enjoy the traditions, ceremonies and excitement that Commissioning Week brings to Annapolis. You should be proud of the part you have played with nearly one thousand Navy and Marine Corps Officers joining the Fleet and USMC!

Customer Service continues to be an important factor of the NMCLA Leadership. The quote I have used before "*Our patients are not an interruption in our day. They are the reason for our day*" says it all. In this highly visible and high optempo command, we, as a family and a command, will be at the peak of our business soon enough. I believe we must maintain the highest standards of customer service to each other and to our patients. Because of all that you are asked to do, it is possible to lose sight of our passion for courteous "customer service". That's where *perception* comes in. If we say the right things, do the right things, and act the right way but if someone perceives otherwise, we have not met their expectations. The "impression" that our patients and staff walk away with is what they'll remember and what they tell their friends, families and neighbors. Please be mindful of what/how we treat our patients and each other...the impression we project will make a lasting difference in their

perception. How do they feel they were treated whether it was a phone call, a question about hours or an interaction with one of the staff? THE Customer Service Team, headed by Karen Coffman and LT Ramirez, is dependent on YOU helping the customer at your level. Our reputation is one of a customer-oriented facility—let's make it even stronger and win the 2001 DOD Customer Service Award.

BZ to MILPERS staff in completing your Readiness requirements; hope you had a chance to enjoy the 4 hour Special Liberty. Special thanks goes to key members of PRODEV and MILMED staff for making this happen. ☺ During this time of the year, we are given maximum opportunities to enhance our operational readiness skills. NMCLA's participation in Mission Strike Teams supporting Sea Trials and Herndon gives our staff scenarios to practice field medicine skills, team building, medical safety, and show the future Navy and Marine Corps officers what Navy Medicine is all about! Your professionalism, listening to the patients, and caring attitude helps everyone get through the challenging days.

Blessings,  
R/CO



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### In Memoriam



Mrs. Helen Grey, served for 45 years as Red Cross Volunteer passed away - 1 May 2001.

### Coming Soon!

MAY 2001

- 13 Navy Nurse Corps Birthday
- 17 Asian Pacific American Heritage Celebration
- 20-25 USNA Commissioning Week
- 21-25 Sick Call Screeners' Course
- 28 Memorial Day

JUNE 2001

- 7 Family Advocacy Trng.
- 14 103rd HM Birthday Picnic



by Nicole Deaner, Bureau of Medicine and Surgery (MN011808)

**Keeping Your Cool With Water.** Almost every living thing needs water for survival. In people, water regulates body temperature, lubricates joints, keeps cells and organs functioning and passes waste through the body. Water not only maintains and regulates the body's systems, but also acts as a preventative measure against common ailments. "Heat related illnesses are one hundred percent preventable," LT Sean Murphy, MC, flight surgeon at the U.S. Naval Academy in Annapolis, Md. said. "Summer is here and the number of people suffering from heat-related illnesses soars - people don't realize the seriousness of dehydration." Dehydration is a lack of water in the body, which can lead to decreased coordination, fatigue, headaches, dizziness, nausea, and vomiting. Extreme dehy-

dration can lead to heat exhaustion or heat stroke, where the body loses excessive water and salt through perspiration and can have a very serious - even fatal - effect on the body. According to Murphy, the average adult loses approximately a quart of water a day that needs to be replaced. Bodies may also lose additional fluids due to heat, humidity, increased outdoor activities, and exercise. Individuals who are overweight, seniors, children, and people suffering from an illness are also more susceptible to dehydration. So how do you tell if you've been drinking enough water? Your urine should be clear or light yellow and odorless. If urine is darker or has an odor, you are not getting enough water. Also, swollen hands and feet are a signal that you're not getting enough water. When you're properly hydrated, your body will release excess fluids. To keep your body properly hydrated and healthy, it's wise to adopt good "hydration habits": - Drink at least four 8-ounce glasses of water per day. Take time throughout the day for a glass of water whether or not you feel you need it. If you wait until you feel thirsty, you may already be dehydrated. - Drink 8 to 10 ounces of water every 15 minutes during a run and another 10 to 12 ounces immediately following your workout. Your body can lose water quickly when exercising in hot weather. - Be sure to drink water before, during and after sun exposure. In hot weather, people experience more water loss. Drink at least one additional quart of water per day to compensate for this loss. - Choose water over soda. Beverages containing caffeine are diuretics. Although many beverages contain a water base, it is still a good idea to drink pure water as it does not contain caffeine, sugar, salt or other additives. - Active children can lose several quarts of water daily. Children are more sensitive to the effects of high temperatures, so it is very important for parents to encourage them to drink plenty of fluids. - Have your child take a water break 3 or 4 times hourly while playing outside or participating in sport activities. Don't expect the coach or other adult supervisors to provide beverages for your child. - Carry water in your beverage holder when you go for a bike ride. - A tip for commuters: Keep a large bottle of water in your car. Traffic jams can cause not only your car to overheat, but your body as well. - Include water in the cooler when you pack your car for a weekend trip. Freeze a partially full bottle of water the night before a trip and fill it up with more bottled water before you leave, and you'll have chilled water all day long. - Don't drink water from lakes, rivers or pools - this water could contain harmful contaminants. - Older adults have a decreased ability to respond to temperature changes and are more prone to dehydration. They should consistently drink water throughout the day even when they are not thirsty. If you are experiencing dizziness and nausea on a warm day, you may be suffering from heat exhaustion or heat stroke. Treatment for heat exhaustion includes drinking plenty of water with a teaspoon of salt per quart. Heat stroke victims may faint. Cool them off as fast as possible by dousing them with water and fanning and massaging extremities. Especially in the case of heat stroke, seek medical attention immediately. It can be life-threatening.

## NMCLA Career Day and Retention Standdown



HM1 Correa discusses Lab Tech duties with HM2 Klimczak.



U.S. Naval Reserve Recruiting, Baltimore, MD.



"Wanna join the Army, Senior?"

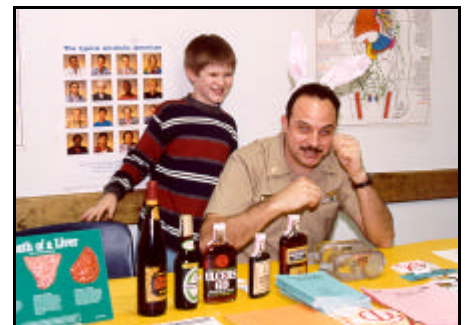
## Annual NMCLA Health Fair Happenings



Send in the clown.....



LCDR N. Brown and LT Allen manned the Physical Therapy booth.



CTIC Delucchi and Adam Gabel clowning around the Alcohol Programs booth.





## COMMAND MASTER CHIEF'S CORNER HMCM(AW/SW/NAC) RONALD O. RANG, USN



May is the month of the Military Spouse. We should all take time to reflect on how different our lives and careers would be without our spouses. It is they who stay ashore and watch the children, take care of the house, fix the car, or take the sick dog to the vet. They do the household chores and daily tasks normally done by two people. Who else would pack up a family and all their belongings, usually with just a few months notice, go through an overseas screening (complete with a full array of immunizations) to live in a foreign country, in a house that would be considered substandard by any American? Who else would stand on the pier or flight line knowing that their loved one was potentially going into harms way? As Ronald Reagan once proclaimed in a speech, "Military spouses have answered the call of duty. They frequently endured long periods of separation or left familiar surroundings and friends to re-establish their homes in distant places. As volunteers, they have provided exemplary service and leadership in educational, community, recreational, religious, social and cultural endeavors. As parents and homemakers, they preserve the cornerstone of our Nations strength-The American Family." So take a few minutes this month and let your military spouse know how much you appreciate their efforts and sacrifices.

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**BATTALION CORPSMEN SCREENERS:** A group of highly skilled professionals providing timely and quality care to the Brigade of Midshipmen under the leadership of CDR B. Baker and HMC(SS) John Daye. Almost 60 general duty corpsmen and technicians contributed over 700 hours during the Academic Year 2000-2001.



Thirteen sharp-looking Sailors under the leadership of HMCS(SW) Williamson render honor to the American flag at various ceremonies around the Yard and the local community.



Adam Jeffrey born to LT Mary and Jeff Seymour - 15 May 2001

## Force Master Chief's Visit

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Total force readiness, train to requirements, and prevention and wellness were the theme during Force Master Chief Mark Weldon's visit to NMCL Annapolis. He conducted an Officers' Call and Enlisted Call in the morning, toured the medical and dental clinics and served as Inspecting Officer for the Enlisted Company at the command's Spring Personnel Inspection.





LT W. Grady - Promotion to current grade  
Mrs. B. Covert - Civilian of the Quarter  
Mr. V. DeGuzman - Federal Excellence Award  
Mrs. P. Gordon - Federal Excellence Award  
HN R. Romero - Jr. Sailor of the Quarter  
HM2 S. Fitzgibbon - Sr. Sailor of the Quarter



CAPT John Shore - CO  
CAPT Susan Herrold - XO  
CDR Tidd - Int. Med/MilMed  
HM2 B. Hogan - PreComms/PE  
Mitch Moseley - Comp. Svc.



LT K. Allen - CivLant (Naval Reserves)  
HM1 S. Ayala - USNH Sigonella, IT  
HM2 S. Lane - CV Tech School



NMCL Annapolis held its monthly Awards Ceremony in conjunction with the Spring Personnel Inspection. Award recipients were: HM2 J. Yeddo - FLOC, HM1 Penny - NMCCM, ENS Zahumensky - NMCCM, LTJG Hayden - NMCAM, and LT Volodka NMCAM.



### A Note from the OMBUDSMAN

So far it has been a very quiet Spring, with the highlight being the last Easter Egg Hunt. Although the weather didn't want to cooperate, everyone enjoyed the day, and the kids made off with a ton of goodies. A special thanks to HM2 Hefty, LT Gabel, Senior Chief Fabian, Master Chief Rang, MWR for their invaluable assistance, and also to all those who attended. You made it a great success and hopefully we will see you again next year.

I also had the pleasure of meeting some of our newest staff members when I spoke at the recent command indoctrination session. Although I don't relish the thought of speaking in public, it did give me a chance to introduce myself and inform you of my responsibilities as your Command Ombudsman at NMCL Annapolis. I hope to meet more of you in the future, and remember, I am only a phone call or e-mail away if you need my assistance (410/267-6015 or [wmcarolgrady@juno.com](mailto:wmcarolgrady@juno.com)). Speaking of new staff, I just want to take a moment and remind you that the Fleet and Family Support Center (FFSC), formerly known as the Family Service Center, has numerous programs to assist anyone "PCS'ing" in and out of the command, including a program that temporarily provides futons, "pack and plays", and dishes. So if you know of someone who needs assistance, remember that the FFSC is just a phone call away, and that they are here to serve our service members and their family members. Just give them a call at (410) 293-2641.

And finally, I am looking for some children of the clinic who will be willing to help me in a craft project by doing some crayon coloring. Anyone interested please give me a call at 410/267-6015. Thank you again for all your support.

Sincerely, Carol Grady

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